

Duke, Daphne

2007-341-C

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**From:** Erskine, Randy H.  
**Sent:** Wednesday, July 16, 2008 2:52 PM  
**To:** Duke, Daphne  
**Subject:** FW: 2nd Q 2008 SCPSC CLEC Service Quality Report for Hotwire Communications, Ltd.  
**Attachments:** SC 2nd Q 08.pdf

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**From:** Laurie Murphy [mailto:lmurphy@hotwirecommunication.com]  
**Sent:** Monday, July 14, 2008 11:29 AM  
**To:** Erskine, Randy H.  
**Subject:** 2nd Q 2008 SCPSC CLEC Service Quality Report for Hotwire Communications, Ltd.

To Whom It May Concern:

Attached you will find the **2nd Q 2008 SCPSC CLEC Service Quality Report for Hotwire Communications, Ltd.**

Please do not hesitate to contact me if you have any questions.

Best regards,  
Laurie

**Laurie M. Murphy**  
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**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

**COMPANY NAME**  
**QUARTER / YEAR**

**Hotwire Communications, Ltd**  
**2nd Quarter / 2008**

Month:	April	May	June
Number of Customer Access Lines	<u>  1  </u>	<u>  5  </u>	<u>  3  </u>
Trouble Reports / Access Line (%)	<u>  -0-  </u>	<u>  -0-  </u>	<u>  -0-  </u>
Customer Out of Service Clearing Times (%)	<u>  n/a  </u>	<u>  n/a  </u>	<u>  n/a  </u>
New Installs Completed w/in 5 Days (%)	<u>  n/a  </u>	<u>  n/a  </u>	<u>  n/a  </u>
Commitments Fulfilled (%)	<u>  n/a  </u>	<u>  n/a  </u>	<u>  n/a  </u>

Comments / Explanations: \_\_\_\_\_

Person Making Report / Contact Information:  Laurie Murphy, Assistant General Counsel, 484-572-6054 [lmurphy@hotwiremail.com](mailto:lmurphy@hotwiremail.com)